

CHAPTER 77 CONDUCT 125 BASE INSPECTION

Section 1 Background

1. WPMS ACTIVITY CODE:

- For initial certification: 1353
- For future surveillance: 1616

3. OBJECTIVE. The objective of this task is to determine that an applicant's base of operations conforms to regulatory requirements for a FAR Part 125 certificate. Also, the objective is to determine that an existing operator continues to comply with the FAR. Successful completion of this task results in an indication of compliance or non-compliance in the applicant's or operator's file.

5. GENERAL. FAR § 125.45 requires that each certificate holder shall allow the Administrator, at any time or place, to make any inspections or tests to determine its compliance with the Federal Aviation Act of 1958, the Federal Aviation Regulations, its operating certificate and operations specifications, its letter of deviation authority or its eligibility to continue to hold its certificate or its letter of deviation authority.

A. Definition of Base Inspection. A base inspection is a scheduled activity that consists of a thorough review of the operator's records, procedures, and aircraft. The frequency of base inspections will depend on the number of aircraft and personnel employed by the operator, the complexity of areas of operation authorized, and the availability of qualified inspectors. The scheduling of surveillance of an operator is dictated by such items as complaints, enforcement action, requests from certificate-holding district offices. The items contained in a base inspection and the surveillance of an operator are identical. Occasionally, special emphasis items will be identified by FAA headquarters.

B. Conduct of Base Inspections. The certificate-holding district office conducts base inspections of all FAR Part 125 certificate holders. The district office having geographical jurisdiction over the base's location conducts base inspections of applicants for FAR Part 125 certificates.

C. Base Inspection Coverage.

(1) Base inspections will include a thorough check of the records and verification that management policies and procedures are adequate and are being followed.

(2) The operator must meet the same requirements during a base inspection as for original certification.

D. Responsibilities.

(1) The certificate holding district office has the responsibility for planning and programming the surveillance and inspections of an operator within its geographical area of responsibility.

(2) A district office is also responsible for assisting the certificate holding district office in the conduct of surveillance of operators who are not based within, but who are observed to operate to or from the airports located within, the district office area.

(a) When an operator's area of operation extends into another district office's geographical area of responsibility, the certificate holding district office will conduct inspection and surveillance with the procedures outlined in this chapter.

(b) Requests for assistance from another district office within the same region will be made directly from district office to district office unless the regions direct otherwise.

(3) Generally, the frequency of inspections is determined by the work program approved by the regional office; however, the number and frequency of inspections will vary depending on the need for emphasis and where and when problems are evident.

7. BASE INSPECTION JOB AID. The job aid found in Figure 77-1 is for use in conducting the base inspection at the principal base of operations.

A. Operations Inspector Responsibilities. The items in the job aid are those which are generally performed by an operations inspector. Areas which are the responsibility of the airworthiness unit are indicated and are not listed on this job aid.

(1) The far left column, "FAR §," gives the regulation where objective standards are found.

(2) For each item, the inspector marks one of the three columns on the right, SAT for satisfactory, UNSAT for unsatisfactory, or N/A for not applicable.

B. *Job Aid Explanation.* For those items that are not self-explanatory, use the following for objective standards --

(1) FAR § 125.31, Operations Specifications - See Advisory Circular 125-1A, Appendix 2 for recommended operations specifications.

(2) FAR § 125.43 - Ensure that applicable parts of operations specifications are contained in the manual.

(3) FAR § 125.73, Manual Content - Only the fact that the procedures are in the manual and not the procedures themselves are to be inspected.

(4) FAR § 125.75, Airplane Flight Manual - This manual may be combined with the FAR § 125.71 manual and revised if approved by the administrator

(5) FAR Part 125, Subpart D, Airplane Requirements - Complete only if airplanes are available at base of operation.

(6) FAR § 125.207 - If first aid kit is sealed, visual inspection of contents is not required.

(7) FAR Part 125, Subpart K, Flight Release - Review flight release and load manifest forms for accuracy and that each required item is completed. Cross check load manifest fuel with fuel required by release form.

C. *Discrepancies.* Document discrepancies to use as items of proof in any possible enforcement investigation. Make copies of any supporting documents, if possible.

Section 2 Procedures

1. PREREQUISITES AND COORDINATION REQUIREMENTS

A. *Prerequisites.* This task requires knowledge of regulatory requirements in FAR Part 125, FAA policies, and qualification as an Aviation Safety Inspector (Operations).

B. *Coordination.* This task requires coordination with the airworthiness unit and possibly with the region.

3. REFERENCES, FORMS, AND JOB AIDS

A. References

- Advisory Circular 125-1, Operations of Large Airplanes Subject to FAR Part 125
- FAA Order 2150.3, Compliance and Enforcement Procedures Handbook
- Order 8700.10, General Aviation Operations Inspector's Handbook

B. Forms

- FAA Form 1360-33, Record of Visit, Conference, or Telephone Call
- FAA Form 8000-36, WPMS Transmittal Form

C. Job Aids

- Sample letters
- FAR Part 125 Operations Base Inspection Job Aid (Figure 77-1)
- Evaluation Report (Figure 77-3)

5. PROCEDURES.

A. *Review Office Files.* Before scheduling the base inspection, familiarize yourself with the operator's district office file, including:

(1) The operating certificate and operations specifications. Determine if they are still relevant to the operator's scope of operation.

(2) The procedures and policies manual. Determine that any changes continue to show compliance with FAR § 125.73.

(3) Letters of deviation or special authorizations. Determine if they are still appropriate to the operations being conducted.

(4) Surveillance records and previous base inspection records. Identify the areas of concern and the need for special emphasis.

(5) Any other material in the district office file.

B. *Notification of Inspection.* Notify the operator to arrange a time when appropriate management personnel and airplanes will be available for the inspection.

(1) If notification is by telephone, fill out FAA Form 1522, Record of Visit, Conference, or Telephone Call.

(2) If notification is in writing, use Figure 77-2 as a guide for notifying the operator.

C. *Conduct FAR Part 125 Base Inspection.* After arriving at the inspection site, brief the operator on the scope of the inspection.

D. *Job Aid.* Use the FAR Part 125 Operations Base Inspection Job Aid (Figure 77-1) to brief the operator and conduct the base inspection.

E. *Base Inspection Findings.* Use the FAR Part 125 Operations Base Inspection Job Aid (Figure 77-1) to determine the areas of noncompliance.

F. *Debrief The Operator.*

(1) Advise the operator of any areas of noncompliance found during the inspection, indicating those areas which must be corrected before any further operations can be conducted.

(2) Provide a copy of the discrepancies to the operator using the Inspection Evaluation Report. (Figure 77-3)

G. *Formal Notification.* Prepare a letter listing the discrepancies (Figure 77-4) for the POI's signature. Send the original to the operator. Place a copy in the district office file on the operator.

H. *File Task Completion Records at District Office.* The task completion records include the following:

- (1) FAR 125 Operations Base Inspection Job Aid
- (2) Inspection Evaluation Report
- (3) Copy of letter of discrepancies
- (4) Documentation of discrepancies

I. *Make Appropriate WPMS Entries.* Complete WPMS Transmittal Form, FAA Form 8000-36.

7. TASK OUTCOMES. The completion of this task results in either:

- A. A letter listing any discrepancies
- B. A completed FAR 125 Operations Base Inspection Job Aid
- C. A completed Inspection Evaluation Report

9. FUTURE ACTIVITIES.

- A. Follow-up inspection to verify correction of discrepancies.
- B. Initiation of Enforcement Investigation Report (See Related Task #182, Conduct a Violation Investigation).
- C. Programmed, routine surveillance and inspection.

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Inspect the following items:	SAT	UNSAT	N/A
125.3	Deviation Authority			
125.5	Original Certificate and Operations Specifications			
125.7	True copy of certificate in each airplane			
	True copy of letter of deviation, if issued			
125.11	Does not hold out to the public			
125.25	Management Personnel Director of Operations Name: _____ Address _____ _____			
	Other management personnel (list) _____ _____ _____			
125.31	Certificate contains --			
	Holder's name			
	Date of issue			
	Operations Specifications contain --			
	Kinds of operations authorized			
	Type of airplane and registration number authorized for use			
	Any additional items considered necessary when issued			
125.37	Duty time limitations			
125.43	Complete and separate set of operations specifications maintained			

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Page Two	SAT	UNSAT	N/A
POLICIES AND PROCEDURES MANUAL				
125.71	Manual (Also see Related Task #75, Evaluate a Manual)			
	Current			
	Copy at principal base of operations			
	Not contrary to FAR or Operations specifications			
	Appropriate portions available to ground and maintenance personnel			
	Copies provided to flight crew			
125.73	Manual contents			
	Date of last revision and number on each page			
	Management personnel names; assigned area of responsibility; and duties, responsibilities, and authority			
	Procedures for ensuring compliance with airplane weight and balance limitations			
	Copy of operations specifications or appropriate extracted material			
	Procedures for accident notification			
	Procedures for ensuring required inspections have been performed			
	Procedure for reporting and recording mechanical irregularities			
	Procedures to be followed to determine that irregularities have been corrected or deferred			
	Procedures for release or continuation of flight for required equipment breakdown			

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Page Three	SAT	UNSAT	N/A
125.73	Procedures for refueling			
	Procedures for PIC in passenger briefing			
	Flight locating procedures when no flight plan is filed			
	Procedures for ensuring compliance with emergency procedures			
	List of functions assigned required crew members during emergencies and emergency evacuation			
	Approved airplane inspection program (Airworthiness)			
	Hazardous materials procedures			
	Instructions to recognize hazardous materials			
	If hazardous materials are handled, carried, or stored, procedures for --			
	Accepting for shipment proper documents, compatibility of articles, proper packaging, marking, labeling, and instructions for loading and storage			
	Notification and reporting of incidents			
	Notification of PIC when hazardous materials are on board			
	Procedures for the evacuation of persons who may need assistance from another person during an emergency			
	Identity of each person who will give tests and the tests authorized			
	Other procedures and policy instructions concerning the operation			

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Page Four	SAT	UNSAT	N/A
125.75	Airplane Flight Manual			
	Current approved manual or equivalent for each type airplane			
	Carried onboard each airplane			
SUBPART D - AIRPLANE REQUIREMENTS				
125.91	Current airworthiness certificate			
	In an airworthy condition (Airworthiness)			
	Empty weight and CG calculated from actual weighing within preceding 36 months			
125.93	Airplane limitations			
SUBPART E - SPECIAL AIRWORTHINESS REQUIREMENTS (AIRWORTHINESS)				
SUBPART F - INSTRUMENTS AND EQUIPMENT				
125.201	Instrument and equipment specifically or otherwise required by type certificate and essential for safe operation are in operating condition			
	Instrument and equipment required by airworthiness directive are operable unless AD provides otherwise			
	Minimum Equipment List for airplane			
	MEL letter of authorization from FSDO (STC)			
	Airplane records available to PIC include entries describing inoperable instruments and equipment			
	Airplane operated under conditions of MEL and letter of authorization			

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Page Five	SAT	UNSAT	N/A
125.202	If installed, flight recorder and cockpit voice recorder data kept for at least 60 days			
125.203	Radio and navigational equipment			
	Two way radio communications equipment			
	Radio navigational equipment able to receive radio signals from ground facilities for VFR over-the-top			
	Under IFR or extended overwater, meets the requirements of FAR § 125.203(c)			
125.205	Equipment for airplanes operated under IFR meet requirements of FAR §125.205 (a) through (K)			
125.206	Pitot heat indication system complies with FAR § 25.1326			
	Operator possesses extension of FAR § 125.206 deadline			
125.207	Emergency equipment			
	Airplanes with seating capacity of 20 or more have --			
	One approved first aid kit			
	Dust proof and moisture proof			
	Contains only materials approved by the administrator or meeting Federal Specifications GSK-391a			
	Accessible to flight attendants			
	At takeoff, contains the contents and quantity described in FAR§125.207(a)			
	Crash axe accessible to crew but not accessible to passengers			

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Page Six	SAT	UNSAT	N/A
125.207	No smoking and safety belt signs that can be turned on and off by crewmember			
	Additional emergency equipment in FAR Part 125, Appendix A			
	Each passenger carrying airplane has a portable, battery powered megaphone or megaphones assigned to crewmembers who direct emergency evacuations			
	On each airplane seating more than 60 and less than 100, one megaphone at the most rearward location in the cabin, accessible to flight attendant			
	On airplanes seating more than 99 and less than 200, two megaphones -- One forward			
	One at rearmost location readily accessible to flight attendant			
	On airplanes seating more than 199, three megaphones -- One forward			
	One at rearmost location readily accessible to flight attendant			
	One readily accessible in mid-section			
125.209	Emergency equipment for extended overwater operations			
	An approved life preserver with a locator light for each passenger or			
	Other than a life preserver, a flotation device which is removable			
	Life rafts to carry all occupants			
	Equipment on board life rafts meets requirements of FAR §125.209(a) (2) (i) through (xix)			

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Page Seven	SAT	UNSAT	N/A
125.209	One life raft has a survival ELT as per FAR § 125.209(b)			
125.211	Seat and safety belts			
	An approved seat or berth for each person at least two years old			
	Approved safety belt for separate use by each person at least two years old (Note exceptions in FAR §125.211(a)(2))			
	Complies with FAR §125.211(b)			
	Sideward facing seats comply with FAR §25.785(c)			
	Complies with FAR §125.211(d)			
	Complies with FAR §125.211(e)			
125.213	Miscellaneous equipment			
	Adequate number of spare fuses (number found in manual)			
	Windshield wiper or equivalent at each pilot station			
	Appropriate power supply and distribution system			
	Flight instrument power indicator			
	Two independent static pressure systems			
	Doors leading to emergency exits placarded open during takeoff and landing			
	Means for crew to unlock doors leading to passenger compartments			
125.215	Operating information required			
	Cockpit checklists			

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Page Eight	SAT	UNSAT	N/A
125.215	Before engine start			
	Before takeoff			
	Cruise			
	Before landing			
	After landing			
	Stopping engines			
	Emergency cockpit checklists			
	Fuel, hydraulic, electrical, and mechanical systems			
	Emergency operation of instruments and controls			
	Engine out procedures			
	Other emergency procedures			
	Pertinent aeronautical charts			
	For IFR flight --			
	En route charts			
	Terminal area charts			
	Approach and letdown charts			
	One engine inoperative climb performance data, as per FAR §125.215(a) (5)			
125.217	Passenger information			
	Passenger information signs meet requirements of FAR §25.791			
125.219	Passenger Medical Oxygen Use - complies with FAR §125.219(a) through (e)			
125.221	Icing conditions operating limitations			

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Page Nine	SAT	UNSAT	N/A
125.221	Complies with FAR §125.221(a) through (d)			
125.223	Weather radar equipment requirements			
	Weather radar installed			
	Weather radar operating satisfactorily			
	Manual procedures for inoperative radar			
SUBPART G - MAINTENANCE (AIRWORTHINESS)				
SUBPART H - AIRMAN AND CREWMEMBER REQUIREMENTS				
125.261	Airman services limitations			
	All airman meet requirements of FAR §125.261(a)			
125.263	Airplanes operated with minimum flight crew required by airplane flight manual			
	Airplanes requiring flight engineers --			
	One flight crewmember qualified to act as flight engineer in emergency			
125.265	Flight engineer requirements			
	Flight engineer crewmembers hold current flight engineer certificate			
	Flight engineer crewmembers meet the 50 hours in six months requirement			
125.267	Flight navigator and long range navigation equipment			
	Operations outside 48 contiguous states and District of Columbia --			
	Has a flight crewmember with current flight navigator certificate or			

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Page Ten	SAT	UNSAT	N/A
125.267	Two independent approved means of long range navigation			
	Operations requiring flight navigator or long range navigation equipment indicated in operations specifications			
125.269	Flight attendants			
	Airplanes having more than 19 but less than 51 passengers have one flight attendant			
	Airplanes having more than 50 but less than 101 passengers have two flight attendants			
	Airplanes with more than 100 passengers have two flight attendants plus one additional flight attendant for every additional 50 passengers			
	Number of flight attendants specified in operations specifications			
	Complies with FAR §125.269(c)			
125.271	Emergency/emergency evacuation duties			
	Crewmembers assigned necessary functions			
	Functions described in manual			
SUBPART I - FLIGHT CREWMEMBER REQUIREMENTS				
125.281	Crewmembers used as PIC hold --			
	At least commercial certificate			
	Appropriate category, class, type rating			
	An instrument rating			
	PIC flight experience --			
	1,200 hours as pilot			

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Page Eleven	SAT	UNSAT	N/A
125.281	500 hours of cross country time			
	100 hours of night time			
	At least 10 night takeoffs and landings			
	75 hours actual or simulated instrument time, 50 hours of which was actual			
125.283	Crewmembers used as SIC hold --			
	At least commercial certificate			
	Appropriate category and class ratings			
	An instrument rating			
	For IFR flight meets recent instrument experience requirements for FAR Part 61			
125.285	Recent experience			
	Required pilot flight crewmembers have at least three takeoffs and landings in type within the preceding 90 days			
	Crewmembers not meeting FAR §125.285(a) checked by check airman			
	Check airman certified crewmember proficiency and qualifications			
125.287	Pilot testing requirements			
	Pilots passed 12 month written or oral test			
	Pilots passed 12 month competency check			
	Instrument proficiency check substituted			
	Check airman/inspector has certified the competency of each pilot			
125.289	Flight attendant testing requirements			

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Page Twelve	SAT	UNSAT	N/A
125.289	Flight attendants have completed 12 month test on subjects indicated in FAR §125.289(a) through (h)			
125.291	PIC instrument proficiency check			
	Pilots passed 6 month proficiency check			
	Letters of competency for each type of precision approach			
	Letters of competency for each type of nonprecision approach or			
	Any other two different types of non-precision approach			
	Instrument approach procedures include--			
	At least one straight-in approach			
	At least one circling approach			
	At least one missed approach			
	Each approach conducted to published minimums			
	Instrument proficiency check consisted of --			
	Oral or written equipment test			
	Flight check under actual or simulated conditions			
	PIC checked in all types of airplane in rotation with not more than one flight check in a the 6 month period			
	Check airman issued letters of competency			
	Lists types of instrument approaches			
	Lists facilities authorized			

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Page Thirteen	SAT	UNSAT	N/A
125.295	Check airman authorization			
	Check airman still employed			
	Test results certified by check airman			
125.297	Approval of airplane simulators and training devices			
	Operator uses simulator or training device			
	Each simulator or training device -- Specifically approved for -- The certificate holder			
	The type airplane and variation			
	The maneuvers, procedures, or crewmember functions involved			
	Maintains performance, functional, and other characteristics required for approval			
	Modified to conform to any modification to the airplane			
SUBPART K - FLIGHT RELEASE RULES				
125.351	Flight release authority Flights started by person authorized to exercise operational control			
	Flight releases signed by PIC and person with operational control			
	Airplanes on ground more than 6 hours get new flight release			
125.353	Facilities and services for additional available information			
125.355	Airplanes airworthy when released			

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Page Fourteen	SAT	UNSAT	N/A
125.357	Communication and navigation facilities on route or route segment equal to those required by FAR § 125.51 before release			
125.359	Airplanes are not released under VFR unless ceiling and visibility en route are and will remain at or above VFR			
125.361	Airplanes are not released under IFR or over-the-top unless weather conditions are forecasted for minimums at ETA			
125.363	Flight release over water			
	Complies with FAR §125.363(a) through (d)			
125.365	Alternate airport for departure			
	Flight releases specify alternate airport distances from departure --			
	Airplanes with two engines, not more than 1 hour at normal cruise with one engine inoperative			
	Airplanes with three or more engines, not more than 2 hours at normal cruise with one engine inoperative			
	Alternate airports meet requirements of operations specifications			
	Alternate airports listed on flight release			
125.367	Alternate airport for destination (IFR or over the top)			
	At least one alternate listed for each destination airport in flight release			
	Flights released with alternates listed			
125.375	Fuel supply for nonturbine and turboprop airplanes complies with FAR § 125.375 (a) through (c)			

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Page Fifteen	SAT	UNSAT	N/A
125.377	Fuel supply for turbine powered airplanes			
	Complies with FAR §125.377 (a) through (d)			
125.379	Landing minimums for IFR			
	MDA or DH and visibility in operations specifications increased by 100 feet and 1/2 mile for pilots with 100 hours as PIC in type			
	Substitution for 100 hours PIC			
125.381	Takeoff and landing minimums for IFR			
	Complies with FAR §125.381(a) through (c)			
125.383	Load manifests			
	Load manifests prepared before each takeoff and include --			
	Number of passengers			
	Total weight of loaded airplane			
	Maximum allowable takeoff and landing weight			
	CG limits			
	CG or loaded according to loading schedule			
	Registration number of airplane			
	Origin and destination			
	Names of passengers			
	Load manifest carried by PIC in airplane			
	Copies of load manifests kept for 30 days			

FIGURE 77-1 FAR PART 125 OPERATIONS BASE INSPECTION JOB AID

FAR §	Page Sixteen	SAT	UNSAT	N/A
SUBPART L - RECORDS AND REPORTS				
125.401	Crewmember records			
	Current records for each crewmember that show compliance with requirements of FAR Part 125			
	Record of release from employment (kept for 6 months)			
	Record of physical or professional disqualification (kept for 6 months)			
	Records kept at principal base of operations or where authorized by administrator			
	Computer record system (if used)			
125.403	Flight release contains at least --			
	Company or organization name			
	Make, model, and registration number of airplane used			
	Date of flight			
	Name and duty assignment of each crew member			
	Departure airport, destination airports, alternate airports, and route			
	Minimum fuel supply (lbs. or gal.)			
	Statement of type of operation (IFR or VFR)			
	Weather reports, forecasts, or combination attached to each release			
125.405	Disposition of load manifest, flight release, and flight plans complies with FAR § 125.405 (a) through (e)			

FIGURE 77-2 LETTER NOTIFYING OPERATOR OF BASE INSPECTION

FAA letterhead

Operator's name and address

Dear ____:

This is to inform you that inspectors from this office will be conducting an inspection of your Federal Aviation Regulations (FAR) Part 125 principal base of operations on [date] at [time].

Enclosed is a job aid our inspectors will likely be using to conduct the inspection. If you have any questions, please contact this office at [telephone number].

Signed by POI

FIGURE 77-3 INSPECTION EVALUATION REPORT

1. NAME OF ORGANIZATION:	2. CERTIFICATE NO.	3. LOCATION
4. AREA OR FUNCTION EVALUATED		
5. FAR SECTION AND/OR OTHER CONTROLLING DATA		
6. REQUIREMENT OF FAR (EXPLAIN)		
7. FINDING (EXPLAIN NONCOMPLIANCE - WHAT, HOW, WHEN, WHERE)		

7. EXPLAIN NONCOMPLIANCE (CONTINUED)	
8. DOCUMENTATION SUBSTANTIATING NONCOMPLIANCE (ATTACH COPY)	
1.	
2.	
3.	
4.	
INSPECTOR'S SIGNATURE AND TITLE	
DATE:	

FIGURE 77-4 LETTER INDICATING DISCREPANCIES DISCOVERED DURING BASE INSPECTION

Operator's name and address

Dear ____:

This letter is formal notification of the results of a Base Inspection conducted by personnel of this office on October 25, 1987 and discussed with you on that date.

The following discrepancies were found and must be corrected:

1. The manual does not contain procedures for ensuring compliance with airplane weight and balance limitations as required by FAR § 125.73(b).
2. Crewmember flight time records required by FAR § 124.401(a) were not completed for Captain John Jones and First Officer Sam Jones.

The above discrepancies must be corrected not later than 10 days from receipt of this letter. If the discrepancies are corrected prior to the 10 days please notify this office.

Sincerely,

Signed by Principal Operations Inspector

